
From: Lisa Stratford [selectboard@leverett.ma.us]
Sent: Thursday, February 19, 2009 12:35 PM
To: Williams, Catrice (DTC)
Subject: Verizon Investigation

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Dear Catrice: Here is an electronic copy of our response, a hard copy will follow. Thank you.

Catrice C. Williams, Secretary
Department of Telecommunications & Cable Two South Station, 4th Floor

Boston, MA 02110

RE: Proposed Regional Verizon Service Quality Investigation

Dear Ms. Williams:

The Select Board of the Town of Leverett has been increasingly concerned about the poor quality of telephone service provided by Verizon to our residents and Town offices. We recently began compiling letters from residents documenting specific problems, to prepare a formal complaint to the Department. It appears from your Request for Comment that complaints from other towns have already prompted a proposed regional investigation.

We welcome the opportunity to comment on the Department's proposed regional investigation of Verizon's basic service quality. Leverett residents and Town offices continually experience severe problems with telephone noise, sometimes serious enough to preclude telephone use altogether, especially in wet weather. Individual service calls to Verizon have frequently been met with statements that there are no better lines available to remedy the problems and that lines in Leverett generally are in a deteriorated condition.

On the basis of complaints already noted, the Leverett Select Board believes there is indeed a reasonable basis for the Department to conclude that there may be a significant or widespread problem with Verizon's service quality in western Massachusetts, so as to justify opening a regional service quality investigation.

The Board also believes that a regional investigation is the best approach to this situation. We are aware that other towns are experiencing problems with Verizon service similar to ours and that the telephone system is interconnected among towns in the region. A regional investigation would allow the Department to collect information on a broad basis and address the problem coherently and comprehensively.

The Select Board believes it is reasonable and appropriate for the Department to consolidate existing town-specific investigations for the towns of Hancock and Rowe and the pending Shutesbury complaint into a new regional investigation. If the Department would include Leverett in the consolidation, we will make every effort to expedite our process to provide you with the ingredients of our planned formal complaint.

Regards,

Lisa Stratford

Town Clerk and Clerk to the Select Board

CC: Sen. Stan Rosenberg, Rep. Steve Kulik